

Your guide to switchover

For **all** TV viewers



For independent advice visit
digitaluk.co.uk/meridian or call 08456 50 50 50*

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- This booklet is available in large print, audio or Braille, just call **08456 50 50 50***
- If you have a hearing or speech impediment, contact our textphone service on **0845 234 0380***

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Providing independent advice.

Preparations for switchover may result in some interruptions to your TV and radio services.
Visit digitaluk.co.uk/engineeringworks for more information.

*Calls are free for BT customers within inclusive calling plans. Call charges from other providers may vary. The standard business hours for Digital UK's contact centre are 8am to 7pm Monday to Friday and 9am to 5pm on a Saturday. Sunday closed. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy KY2 9AG. MERA3M



Your guide to switchover

For **all** TV viewers



Meridian TV region

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What is the digital TV switchover?

TV across the UK is going digital. The existing analogue TV signal will be switched off and replaced with a new, stronger digital TV signal.

Why is switchover happening?

Switchover is happening so that Freeview services (digital TV through an aerial) can be extended to people who can't currently get them, including those who receive their signal from a relay transmitter.

It also allows new services such as High Definition channels to become more widely available.

Where can I get impartial advice?

Contact us at Digital UK or visit our regional roadshow. We are the **not-for-profit** organisation responsible for leading the digital TV switchover. We are working with the BBC, ITV, Channel Four, Channel Five, Arqiva and the leading national charities.



Visit us at digitaluk.co.uk/meridian
or call our UK advice line on
08456 50 50 50*

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What do I need to do next?

If you have:

Freeview, BT Vision or Top Up TV

Re-tune at each stage of switchover to avoid losing channels.

See page 13

Sky TV, Virgin Media, freesat, Freesat from Sky or Wightcable

If you have one of these services on **all** your TVs you won't need to do anything.

Analogue TV (i.e. five channels or fewer)

Convert your TV to digital or you will lose channels.

See page 11

Alternatively:

If you're 75 and over, or eligible disabled

Call the Switchover Help Scheme, they can provide everything you need to keep watching your TV.

See page 17

Please note: make sure that every TV set in your house is converted.

When do I switch?

When you switch depends on where your TV gets its signal from.

- The Meridian TV region has nine transmitter groups, each made up of a main transmitter and its local relays.
- Each transmitter group switches in two stages to give people the chance to check their equipment. **It is important you are ready by stage one.**

TRANSMITTER GROUP (including relay transmitters)	AREA SERVING	STAGE ONE	STAGE TWO
Hannington	Parts of Hampshire, Berkshire and Surrey	8 February 2012	22 February 2012
Midhurst	Much of West Sussex	29 February 2012	14 March 2012
Rowridge	Hampshire, the Isle of Wight, parts of Dorset, Wiltshire and West Sussex	7 March 2012	21 March 2012
Whitehawk Hill	The Brighton area	7 March 2012	21 March 2012
Hastings	The Hastings area	30 May 2012	13 June 2012
Heathfield	Much of East Sussex and South West Kent	30 May 2012	13 June 2012
Tunbridge Wells	The Tunbridge Wells area	30 May 2012	13 June 2012
Bluebell Hill	North and Mid Kent	13 June 2012	27 June 2012
Dover	South and East Kent and parts of East Sussex	13 June 2012	27 June 2012

How do I check my date?

The best way to check when you switch is to enter your address and postcode into the predictive postcode checker at digitaluk.co.uk/postcodechecker or call us on 08456 50 50 50



- If you live in the Meridian TV region, you're most likely to get your TV signal from one of the transmitter groups shown in black.
- However, you could get your TV signal from one of the transmitter groups shown in grey which are in a neighbouring TV region.

For more information visit digitaluk.co.uk/meridian

Please note: while Freeview coverage will improve at switchover, some homes in Thanet and along the south coast may find their reception is subject to interference. To see how your reception may change in the future, visit digitaluk.co.uk/postcodechecker

What happens at switchover?



Stage one

- The analogue BBC Two signal is switched off permanently
- At the same time, BBC digital channels, including BBC Two, extend to reach all areas for the first time

Stage two

- Two weeks after stage one, the remaining analogue channels are switched off permanently
- The remaining digital channels become available in all areas

What does this mean for me?

- **If you have a Freeview, BT Vision or Top Up TV service**, you will need to re-tune your digital TV or box at each switchover stage. Please see page 14 for how.
- **If you have Sky TV, Virgin Media, freesat, Freesat from Sky or Wightcable**, on all your TV sets, then you don't have to do anything.
- **If you haven't converted your TV**, you will lose BBC Two at stage one and all your remaining channels at stage two.

If you choose a Freeview service and you are having problems, see page 15.

What channels are available after switchover?

If you choose a Freeview service, the exact number of channels you receive will depend on which transmitter you get your TV signal from. Most homes will get more than 40 channels and some will receive around 15.

If you are watching a **main transmitter** and are not getting more than 15 channels, visit digitaluk.co.uk/postcodechecker

All homes will receive the following channels as standard:



Channels are subject to change.

If you'd like a greater choice of channels, or can't get a reliable Freeview signal at your address, consider freesat or Freesat from Sky, or subscribe to a service like Sky TV, Virgin Media or Wightcable.

To find out which services and channels are available in your area visit the predictive postcode checker at digitaluk.co.uk/postcodechecker or call 08456 50 50 50

What else should I consider for switchover?

- **Convert every TV set that you want to continue watching**

Any analogue TV left unconverted will not work after switchover.



- **Decide what to do with your recorder**

After switchover, if your VCR or DVD recorder is not digital, it will not be able to record one channel while you watch another. Only a digital TV recorder will allow you to do this.

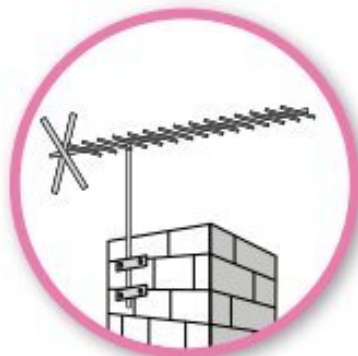
A digital TV recorder will also convert your TV to digital.



- **Check your aerial**

Most aerials will be fine for switchover see **page 9** for more information.

If you have satellite or cable on all your TV sets you don't need an aerial.



Do I need to get a new TV?

No, almost any TV, even a black and white one, can be converted with a digital box. Most digital boxes connect to a TV using a SCART cable. If your TV doesn't have a SCART socket, you will need to ask for a digital box with a built-in 'RF modulator'.

Do I need High Definition (HD) TV for switchover?

No, you **do not** need HD TV for switchover. HD is a newer technology that offers clearer picture and sound quality.

HD services are available from Sky, freesat, Virgin Media and Freeview.

What should I look for if I decide to get new equipment?

Look for TV sets, digital boxes and digital TV recorders that carry the 'digital tick' logo. It identifies products and services designed to work through switchover.

The logo looks like this:



Will I need to switch my radio at the same time?

No, this switchover relates to TV only.

What if I live in a flat and have a communal aerial?

If you live in a flat, speak to the person who manages your property to ensure it's ready for switchover. For more information visit digitaluk.co.uk/sharedaerial



More questions?

Visit our regional roadshow for face-to-face advice. To find an event near you visit digitaluk.co.uk/meridianevents

What about my aerial?

You will only need an aerial if you choose to switch with a Freeview service.

If you have good analogue reception now, you are unlikely to need to replace your aerial for switchover – there is no such thing as a 'digital aerial'. But if you currently have poor analogue reception, then you may need to replace it. Check by visiting the aerial checker on **Teletext page 284**. Or wait until after switchover to see if your picture is affected.

However, there are some exceptions:

- Some viewers in the **Eastbourne** and **Hailsham** area watching the Hastings transmitter may find that the Heathfield transmitter provides better reception after switchover, but a new aerial may be required.
- If you watch analogue TV from the **Margate** transmitter, you may need a wideband aerial to be sure of receiving Freeview after switchover. Viewers who have a good picture now should wait until switchover before consulting an aerial installer.
- Viewers of the **Heathfield** main transmitter who do not already have a wideband aerial may need one to receive all available channels.

How do I replace my aerial?

If you need to replace your rooftop aerial, look for a Registered Digital Installer (RDI), who has been trained and security checked. Installation of a standard rooftop aerial is likely to cost £60-£180. Additional sockets cost around £45 each.

To find an RDI near you: visit rdi-lb.co.uk or call our UK advice line on **08456 50 50 50**. Alternatively, look for someone with Associate RDI or CAI Plus status, or ask your local electrical retailer.



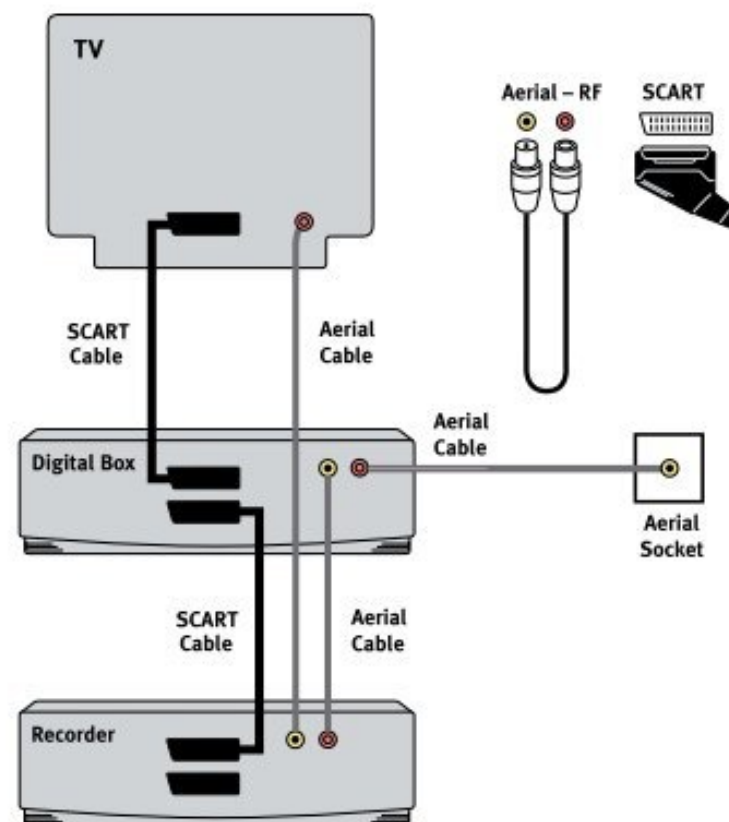
If you are eligible for the Help Scheme and choose a Freeview service, they will check your aerial for you. See **page 17**

How do I set up my digital TV equipment?

If you choose to install a digital box yourself, here are three simple steps:

- 1** Unplug your TV from the electricity supply and do not switch your TV on again until you have connected all your equipment
- 2** Plug in the SCART and aerial cables as shown in the diagram and reconnect all equipment to the mains
- 3** Make sure you switch your TV on **first**, and then the digital box. Finally, install the new digital channels by following the on-screen instructions

For an online demonstration, visit digitaluk.co.uk/connectionguide









What are my options?



ONE-OFF PAYMENT

MONTHLY SUBSCRIPTION

PROVIDER	COST ¹	CHANNELS	CONTACT DETAILS
	Digital boxes from around £20 ² . Digital TVs from around £150. Self-installation.	Number of channels will vary depending on where you live. See page 6.	www.freeview.co.uk
	Digital boxes from £30. Digital TVs from around £450. Satellite dish installation (if required) from £80.	Over 120 TV channels, plus BBC iPlayer.	08453 130 053 www.freesat.co.uk
Freesat from Sky	£175 including mini-dish, viewing card, standard Sky box and installation.	More than 240 TV channels.	08442 410 595 www.freesatfromsky.co.uk
	From £20 – £53 a month. Standard installation from £30.	Up to 160 subscription TV channels plus more than 240 free-to-air channels.	08442 410 652 www.sky.com
BT Vision	From £4 – £12.50 a month. BT Broadband required from £7.50 a month ³ . Self-installation.	As Freeview, plus Sky Sports 1, Sky Sports 2, ESPN and on-demand programmes.	08006 781 984 www.bt.com/vision
	Top Up TV recorder from £79.99 ² . Packages from £7 – £54.98 a month. Self-installation.	As Freeview, plus Sky Sports 1, Sky Sports 2, ESPN, GOLD Plus and on-demand TV and films.	08442 125 050 www.topuptv.com
	From £6.50 – £24.50 a month including a V HD box. Virgin phone line required (£13.90 a month). Installation £40. ⁴	Up to 160 channels, plus on-demand TV, films and music.	0800 052 2525 www.virginmedia.com
	From £10.22 – £24.51 a month depending on package. Installation costs from £30. ⁵	More than 150 digital TV channels.	08007 851 000 www.wightcable.com

The options above are the service providers in the Meridian TV region however some of these service providers are unable to offer 100% UK coverage. For full terms and conditions and to check availability in your area, please contact each supplier directly.

¹ Costs are correct at time of printing, September 2011. Cost details are standard pricing, other offers or packages may be available.

² Aerial upgrade may be required.

³ Minimum guaranteed line speed required.

⁴ Virgin Media is only available in certain areas.

⁵ Wightcable is only available in certain areas.

If you would like to check whether the equipment you plan to buy meets all your requirements, visit digitaluk.co.uk/buyersguide

If I have a Freeview service how am I affected?

If you have Freeview, Top Up TV or BT Vision, you will need to re-tune your digital TV or box or you will lose TV channels at switchover.

Remember, if you have a satellite or cable service, you will not need to re-tune.

What is re-tuning?

TV channels sometimes move to new frequencies, which means you may find some of your channels are missing. Re-tuning will bring them back.

When will I need to re-tune in 2012?

- On or after both stages of switchover
- If you are a viewer of one of the main transmitters listed below you will need to re-tune again on the date shown.

TRANSMITTER	SWITCHOVER DATE 1	SWITCHOVER DATE 2	ADDITIONAL RE-TUNE
Hannington	8 February	22 February	18 April*
Midhurst	29 February	14 March	25 April*
Rowridge	7 March	21 March	18 April
Whitehawk Hill	7 March	21 March	
Hastings	30 May	13 June	
Heathfield	30 May	13 June	27 June
Tunbridge Wells	30 May	13 June	27 June
Bluebell Hill	13 June	27 June	
Dover	13 June	27 June	

Please note: *viewers of the Hannington and Midhurst main transmitters may find they get more channels or better reception after the additional re-tune.

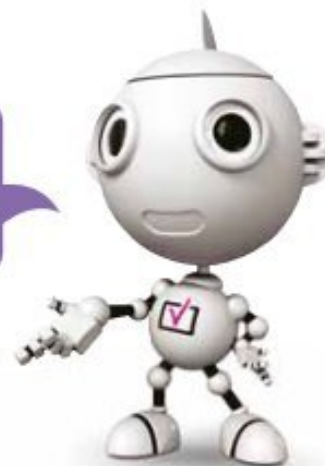
How do I re-tune?

Some boxes will prompt you to re-tune but most won't. A full re-tune should only take a few minutes and can be done with your remote control. Here are some guidelines for how to do it:

- 1 Make sure your Freeview TV or box is on and in digital mode. Check by selecting channel 80. Press 'menu' on your remote control.
- 2 Select the 'set up' or 'installation' option. If you see picture icons, select the tool box, satellite dish or spanner.
- 3 If you are prompted for a code, try 0000 or 1234.
- 4 Select the **full re-tune** option. This is sometimes called 'first time installation', 'factory reset', 'default settings' or 'shipping conditions'. Do not select 'channel update' or 'add channels' as this will not fully clear old channels and enable new ones to be found.
- 5 Press 'OK' if your equipment asks if you want to delete all your channels, don't worry this is normal.
- 6 Channels will automatically be installed. This may take a few minutes and your equipment may shut down and restart.

If you need advice, visit the Digital UK website at digitaluk.co.uk/retuning where there is a video showing you how to re-tune and easy-to-follow re-tune guides for the most popular digital TVs and boxes.

If you are eligible and take up the Help Scheme, you'll get help with re-tuning. See page 17



I have tried re-tuning but I am still having problems

If you are missing TV channels, consider the following:

- If you have selected 'channel update' or 'add channels', it may not work. We recommend you do a full re-tune as outlined on **page 14**
- Not all channels are available in all areas. To find out what channels you get in your area, go to our predictive postcode checker at **digitaluk.co.uk/postcodechecker**
- At switchover a limited number of digital boxes and TVs will stop working and will need to be replaced. To find a list of affected products visit **digitaluk.co.uk/troubleshooting**
- If you are watching a local relay transmitter, at switchover, your service may not resume until later. To check when your relay is due to switch visit **digitaluk.co.uk/meridianrelaytimes**

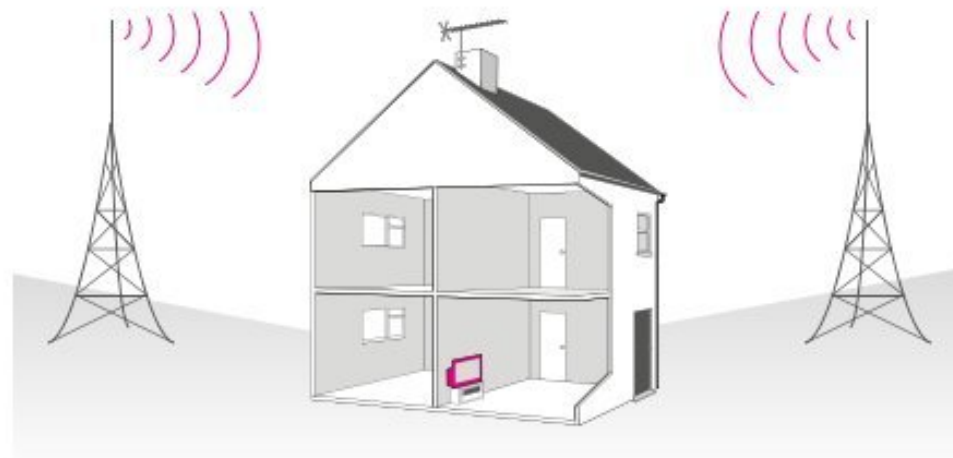
If you need advice, visit the Digital UK website at **digitaluk.co.uk/retuning** where there is a video showing you how to re-tune and easy to follow re-tune guides for the most popular digital TVs and boxes.

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or call our UK advice line on **08456 50 50 50***

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I have the wrong regional TV service

A few homes may be able to pick up their service from more than one transmitter. This means you may not receive the regional service you were expecting.



How do I find the right regional service?

If this applies to you, you will need to do a manual re-tune. This allows you to choose which services your box receives. To find out how visit **digitaluk.co.uk/manualretune**

Please note: from switchover, the BBC will broadcast BBC South East in place of BBC South to viewers served by the Whitehawk Hill transmitter group.

What is the Switchover Help Scheme?

The Switchover Help Scheme is run by the **BBC**, to help older and disabled people with everything they need to switch one TV to digital.

Even for those who already have digital TV on their main set, we can convert another TV in their home, for example in the bedroom or kitchen.

The Help Scheme can help everyone who:

- Is aged 75 or over, **or**
- Has lived in a care home for six months or more, **or**
- Gets (or could get) certain disability benefits, **or**
- Is registered blind or partially sighted.



Know someone who needs
a helping hand?

Tell them about the Help Scheme

The standard option includes:

- Easy-to-use equipment
 - An approved installer to supply and install the equipment for you
 - A 12-month aftercare service including a free helpline and help with re-tuning
- This service is available for **£40** all-inclusive or **free** for eligible people on certain income-related benefits.

What do I do now?

The Help Scheme has written to all eligible people. To take up the option, everyone who has received the mailing **needs to reply**.

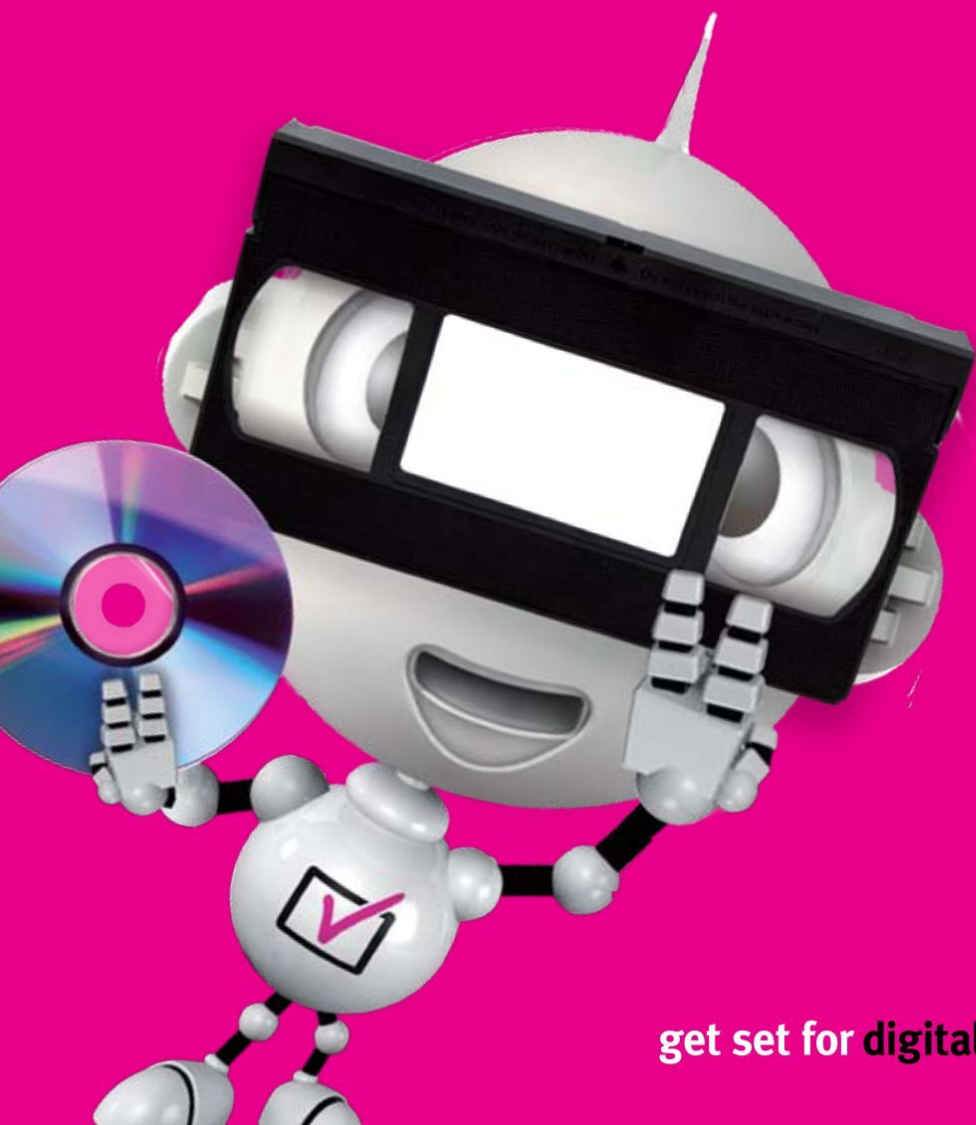
For more information, please call us free on **0800 40 85 900** or visit **helpscheme.co.uk**



BBC The Switchover Help Scheme is run by the BBC.



How will the digital TV switchover affect my recording equipment?



How will the digital TV switchover affect my recording equipment?

Video and analogue DVD recorders will still play back and record, but you won't be able to record one channel while you watch another. If you want to continue doing this after switchover, the simplest way is to get a digital TV recorder.

There are three types of digital TV recorders:

- A recorder that records onto a hard drive
- A recorder that records onto a DVD
- A recorder that allows you to do both

What are the main benefits of getting a hard drive digital TV recorder?

In addition to being able to watch one channel whilst recording another, upgrading to a digital TV recorder will give you the following benefits:

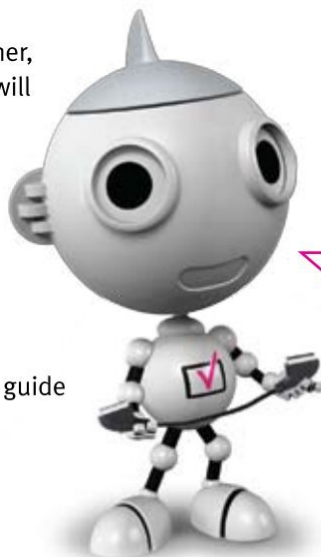
- Record at the touch of a button, no tapes or timers required
- Pause and rewind live TV
- Record a whole series at once
- On-screen electronic programme guide

What to buy?

If you have an analogue TV, consider getting a digital TV recorder with a 'twin tuner' that will also convert your TV.

Look at the options in the table opposite to compare hard drive digital TV recorders. Alternatively, ask your local electrical retailer about which kind of digital TV recorder is best for you.

Look for the 'digital tick' logo (below). It means the product is designed to continue working after switchover.



You will need a scart lead for every piece of equipment you attach to your TV.

Digital television recorder (DTR) options

Visit our postcode checker at **digitaluk.co.uk**[†] or call us on **08456 50 50 50** to find out which services are available in your area.

Provider	Cost*	Contact
	Freeview+ box costs from £79.99 - £250 No contract, no set up costs.	0870 111 0390 www.freeview.co.uk
	Top Up TV box costs from £89.99 No annual contract, no set-up costs	08444 158 158 www.topuptv.com
	Sky+ box costs £99 (when taken with Sky broadband and Sky talk) Free installation for new customer, £60 for existing customers. Sky+ HD box costs £150 £30 installation for new customers, £60 for existing customers.	08442 410 285 www.sky.com
	V+ HD ready box Free with XL TV pack and £5 a month subscription with Size M & L TV packs One-off set-up cost of £150	0800 052 2525 www.virginmedia.com
	V-box™ is free with a broadband subscription which costs £15.99 a month. Set up charge from £30 may apply.	0800 678 1984 www.bt.com/vision

* Prices correct at time of printing, September 2008

† This is a predictive coverage database and should be used as a guide only.

For more help or information

- If you have any more questions visit digitaluk.co.uk or call **08456 50 50 50***
- If you need this information in an alternative format call **0845 454 0015**
- If you have a hearing or speech impairment, you can contact our textphone service on **0845 234 0380**

*Calls provided by BT charges at up to 2p per minute daytime and 0.5p per minute evenings (plus 6p BT connection charge).
Rates may vary for calls from other providers including mobile operators.



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